

Disruption and Innovation Summit
 Tuesday 4 December 2018
 BT Customer Centre, London

Programme

09:30 Registration and networking refreshments

10:00 Welcome and introduction
Ian Wright, Managing Director, Disruptive Innovators Network

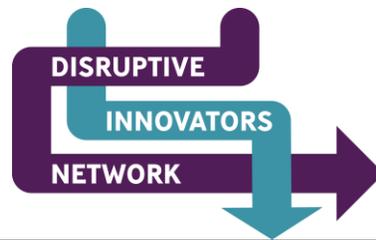
10:05 How AO.com disrupts and innovates
David Lawson, Managing Director, AO Retail UK

In this opening session we will hear from David on;

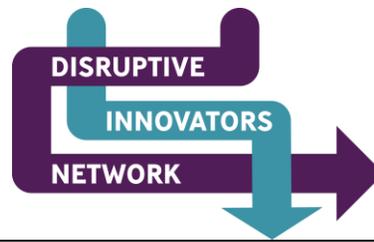
- AO's approach to disruption and innovation
- How they evaluate and use tech effectively to deliver a brilliant customer experience
- Embedding a high-performance culture of constant innovation across the business
- Recruiting the right people to live and deliver their brand values

10:50 Move to breakout sessions

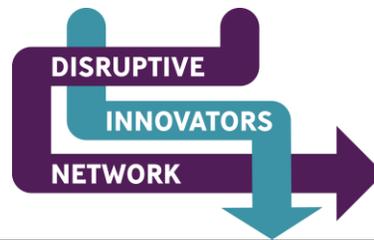
	Track one: Main Room Social Innovation for social impact Hosted by Ian Wright , Managing Director, Disruptive Innovators Network	Track two: Breakout room 1 Disruptive Tech Supported by HouseMark Hosted by Arturo Dell , Director of Technology and Innovation, HouseMark	Track three: Breakout room 2 Strategic innovation and the customer experience Supported by BT Hosted by Phil Brunkard , CIO, UK and Ireland, Regional Government and Health, BT
11:00	The 'D's shaping the future of work Dr Nicola Millard , Head of Customer Insight and Futures, BT As digital technologies untether us from our desks, is it time to completely rethink the fabric of	Case Study: Notting Hill Genesis - WorkWise and Plentific - Developing solutions to enable merger integration, agile working and customer self-service Cem Savas , Founder, Plentific and Andy Belton , COO Notting Hill Genesis	Insights from Google Smart City Toronto Henk Korevaar , F-Fectis and Dutch Housing Innovators Network In this session, our peddler in fresh ideas, Henk will share with delegates his findings following his recent



	<p>the ways that we work? This presentation covers trends shaping the future work of work. If we can work anywhere, what are offices for? Is the biggest problem of the future disconnection, not connection? Are robots going to take all our jobs?</p>	<p>As one of the success stories of the HouseMark innovation accelerator programme, Evolve and one who attracted significant investment from Notting Hill Genesis this session will explore:</p> <ul style="list-style-type: none"> Automating backbone business processes to provide the foundation for frictionless on-line, end-to-end, staff and customer journeys Increasing productivity and enabling staff to deliver a higher level of customer service through mobile working and access to data and business processes on their smart phones Improving insights through collection and analysis of much richer data Engaging customers, empowering employees, optimising operations and transforming products and services 	<p>visit to see Google’s sidewalk labs work on designing their first smart city in Toronto from the ground up. Expect to hear about driverless deliveries, expanding footpaths and one-day shops!</p>
<p>11:30</p>	<p>How Amazon innovates – and what can organisations learn from their approach Simone Hulme, Manager, NPO, UK and Ireland Public Sector, Amazon Web Services In this session we will hear how Amazon innovates to stay ahead of the competition and maintain a relentless focus on the customer. Their methodology and focus on the written word has helped develop the right innovation method for their business model, so what can other organisations learn from this approach?</p>	<p>Predictive analytics in repairs and asset management – Learning together Charlie Gilbert, Business Solutions Director, Field Dynamics Charlie will take us through the predictive analytics collaborative project developed with HouseMark and Lewisham Homes. The project is aiming to provide organisations with the ability to establish a predictive cost for a specific, individual property and use this information to amend the planned maintenance programme amongst other features.</p>	<p>Lessons from large scale innovators for smaller ventures Charles Delalonde, Chief Happiness Officer, Bois Brand, France In this session Charles will explain how he has applied the Innovation practices from large organisations (Telco, Energy, Banks) to a different venture in the Housing sector (Bois Briand). The three key takeaways for delegates will be:</p> <ul style="list-style-type: none"> Innovation practices in large organisations, applied to smaller ventures The strong trends around CoLiving in the housing sector and its impact What is unique in Bois Briand that could be replicated in social housing projects
<p>12:00</p>	<p>Networking refreshment break</p>		



<p>12:15</p>	<p>Innovation hour An opportunity for delegates to experience a range of presentations, pitches and thought leader interviews across a whole spectrum of disruption and innovation themes</p>		
	<p>Social Innovation for social impact In this session delegates will have the opportunity to explore with three inspirational social entrepreneurs how they are looking to make a difference to the lives and the communities they work in and how they are looking to scale to maximise social impact.</p> <p>Seni Glaister, Chief Executive, Wefifo</p> <p>Innovation in community building and income generation through shared food experiences</p> <p>Cemal Ezal, Founder, Change Please</p> <p>An award start up tackling the homeless crisis through mobile coffee baristas and employment of those recently without a roof over their heads</p> <p>Pam Warhurst CBE, Founder, Incredible Edible – How we can eat our landscapes</p> <p>Building community resilience through bringing food to life</p>	<p>Innovation lab In this session delegates will get the chance to hear innovation pitches from some of the most promising new start-ups we've discovered over the last year including:</p> <p>Travtus – Adam the Digital Property Manager Andrew Day, Co-Founder and CTO, Travtus</p> <p>A chance to meet Adam the digital property manager and explore how far AI has advanced to undertake direct, frontline engagement</p> <p>Crowdoscope – Enhanced customer engagement through crowd sourced insights – Using tech to reveal new insights Michael Silverman, Founder Crowdoscope</p> <ul style="list-style-type: none"> • New type of qualitative research survey tool • Gathers 'Social Collective Intelligence' of large groups of people • More inclusive, transparent and engaging for participants • Ensures all participants' voices are heard <p>Thoughtonomy – Are you ready for the digital workforce? Patrick Shepherd, Senior Client Manager, Thoughtonomy</p> <p>See how a digital workforce has arrived and understand how it can be deployed and work</p>	<p>Tech and the customer experience Oke Eleazu, COO, Bought by many</p> <p>In this session delegates will get to hear from Oke about his journey into scaling an innovative start up and disrupting the way we think about personalised insurance and how this is leading to an unheard-of positive customer experience</p>



		alongside humans allowing them to focus on more complex and higher value needs of customers	
12:45	Session continued	<p>Digital Transformation – The Met Office story Simon Swan, Head of Digital Transformation, Met Office</p> <p>In this session Simon will share how he has led the digital transformation of the Met Offices set up and the lessons he’s learned along the way for anyone involved in digitally transforming their organisations services.</p>	<p>Blockchain and housing what is it and what is its potential Mat Colmer, Digital specialist, working with Innovate UK</p> <p>In this session Mat will explain the way Blockchain (or distributed ledger technology) works and what benefits this can bring to the housing sector and how organisations need to be thinking now about its deployment.</p>
13:15	Networking lunch		

14:00 Panel session - All things disruption and innovation

For our afternoon of disruption and innovation we will hear from our expert panel on a range of issues including;

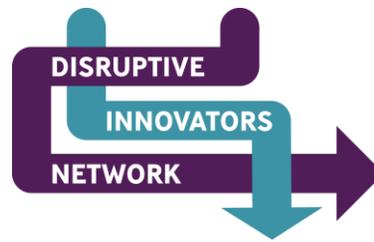
- Is it true that today is the slowest day of your life?
- What comes first Tech or Culture in driving innovation?
- How can you recognise business disruption is coming towards you and how do you respond?
- Recruiting the skills now you’ll need for tomorrow and what does an attractive employer offer look like?

Simon Devonshire, Governments Entrepreneur in residence
Daniel Saunders, Chief Executive, LMarks
Seni Glaister, Chief Executive, Wefifo

14:45 Disrupt yourself before someone else does – Building your own disruption team

Ali Clabburn, Founder and CEO, Liftshare

In this session Ali, the founder of the disruptive Liftshare will explain how he decided that having built the business up successfully to survive long term he needed to disrupt the business from within. This is his story about why and how he set up his own internal disruption team to put him out of business and the lessons they have learned as a result.



15:15 Can you ever again future proof your business?

Prof. Koen Kas, Founder Healthskouts

In this closing session we will hear from the world renowned Prof Koen Kas on;

- Disruptive lessons from the health sector – from sick care to delightful ageing
- How to embrace an innovation culture and what comes beyond digital
- How to recruit talent for tomorrows world
- Why and how individuals can best manage their data and potentially commercialise it
- Using the genome case study around aging and understand what the risks and rewards are around giving something to get something

15:55 Closing remarks

Ian Wright, Managing Director, Disruptive Innovators Network

16:00 Depart